

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION (POC)		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 396143	(X2) MULTIPLE CONSTRUCTION: A. BLDG: <u>00</u> B. WING: _____		(X3) DATE SURVEY COMPLETED: 03/21/2023
NAME OF PROVIDER OR SUPPLIER: TULIP SPECIAL CARE, LLC STATE LICENSE NUMBER: 24780201			STREET ADDRESS, CITY, STATE, ZIP CODE: 3300 HENRY AVENUE, 7TH FLOOR PHILADELPHIA, PA 19129		
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F 0000	INITIAL COMMENT	F 0000			
F 0689	Based on a monitoring survey completed on March 21, 2023, it was determined that Tulip Special Care, was not in compliance with the requirements of 42 CFR Part 483, Subpart B, Requirements for Long Term Care Facilities and the 28 PA Code, Commonwealth of Pennsylvania Long Term Care Licensure Regulations related to the health portion of the survey process.	F 0689			
SS=K					

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE:

(X6) DATE:

Any deficiency statement ending with an asterisk (*) denotes a deficiency which may be excused from correction providing it is determined that other safeguards provide sufficient protection to the patients. The findings stated above are disclosable whether or not a plan of correction is provided. The findings are disclosable within 14 days after such information is made available to the facility. If deficiencies are cited, an approved plan of correction is requisite to continued program participation.

This form is a printed electronic version of the CMS 2567L. It contains all the information found on the standard document in much the same form. This electronic form once printed and signed by the facility administrator and appropriately posted will satisfy the CMS requirement to post survey information found on the CMS 2567L.

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F 0689 SS=K	Continued from page 1 483.25(d)(1)(2) Free of Accident Hazards/Supervision/Devices §483.25(d) Accidents. The facility must ensure that - §483.25(d)(1) The resident environment remains as free of accident hazards as is possible; and §483.25(d)(2) Each resident receives adequate supervision and assistance devices to prevent accidents. This REQUIREMENT is not met as evidenced by:	F 0689	1. On day of survey: - The Maintenance Director adjusted the hot water heaters and regulator to bring water temperature down to 110 degrees. - The administrator notified all staff of the water temperature issue and suspended all showers/bed baths. - The Maintenance Director began opening faucets in the facility to release the hot water from the tanks. 2. All staff have been in-serviced on the policy and procedures for water temperature requirements, prior to the start of their shift, with instructions to take temperature of water before use and, if temperature is not within range 102-110 degrees to contact Maintenance Director, Supervisor or NHA. Thermometers were placed in shower rooms and at each nursing station for use. Water temperatures are being taken and documented several times daily until the issue is resolved. 3. On 3/22/23 J.A. Young Engineers replaced the 80-gallon hot water heater, and the water expansion tank. On 3/29/23 J.A.	Completion Date: 04/10/2023 Status: APPROVED Date: 04/06/2023	

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F 0689 SS=K	Continued from page 2	F 0689	Young Engineers replaced the mixing valve. All temperatures are within 102-110 degrees, monitored and documented 2x daily. 4. The Maintenance Director/designee will take/document water temperatures 2x daily, notify NHA of any issues, and report results of the water temperatures to the QAPI/Safety Committee monthly.		

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F 0689 SS=K	Continued from page 3 Based on observation, review of facility policy, review of facility documentation and staff interviews, it was determined that the facility failed to ensure that hot water temperatures in residents' rooms and shower room were maintained at a safe temperature on two of two nursing units. (East Wing and West Wing). This failure placed residents at risk for serious injury from a burn and resulted in an Immediate Jeopardy situation. Findings include: Review of the facility policy title "Shower" adopted 4/1/2018, stated prepare bathroom and assemble equipment, shut off draft and provide privacy. Take patient into the bathroom, keep patient well covered to protect	F 0689			

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F 0689 SS=K	Continued from page 4 against drafts and to ensure dignity. Place patient on shower chair or stretcher, regulate water temperature flow from shower head to 102 degrees to 110 degrees Fahrenheit. Review of the facility policy title "Hot Water Temperature Safety" stated that all individuals accessing water at any water source throughout the facility will do without harm or injury to themselves or the residents we provided care to. To ensure all individuals are safe, the water temperature is between 102 and 110 degrees, when providing care, and the temperatures do not exceed 110 degrees at all water source accessible to residents and staff. Observations conducted on March 20, 2023, of the water temperatures at the	F 0689			

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F 0689 SS=K	Continued from page 5 hand sink in resident's rooms revealed that the hot water temperature tested above 110 degrees as follows: West Wing Resident Room 710- 118 degrees Fahrenheit at 12:26 p.m. Resident Room 728- 127.5 degrees Fahrenheit at 12:27 p.m. Resident Room 732- 124.1 degrees Fahrenheit at 12:38 p.m. East Wing Resident Room 725- 134.0 degrees Fahrenheit at 12:36 p.m. Resident Room 726- 131.3 degrees Fahrenheit at 12:30 p.m. Shower Room- 119.8 degrees Fahrenheit at 12:53 p.m. Interview conducted with Licensed nurse,	F 0689			

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F 0689 SS=K	Continued from page 6 Employee E3 on March 20, 2023, at 12:45 p.m. revealed that she was not aware of what temperature the hot water at resident's hand sink should be, that there was no thermometer available to check the temperature of the hot water. Interview conducted with Nursing assistant, Employee E4 on March 20, 2023, at 12:42 p.m. revealed that she was not aware of a thermometer to test the hot water or at what temperature the hot water was to be. Interview conducted with Licensed nurse, Employee E5 on March 20, 2023, at 12:54 p.m. stated she will feel the hot water with her hand to be sure it was not too hot before giving a shower. Employee E5 confirmed that there was no thermometer available in the shower room.	F 0689			

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F 0689 SS=K	Continued from page 7 Interview conducted with the Maintenance Director on March 20, 2023, at 12:34 a.m. confirmed the hot water tanks where not working properly. Observations of the mixing valve located on the nursing unit with the Maintenance Director, Employee E5 in the presence of the Nursing Home Administrator revealed that the temperature at the gauge at the mixing valve read 124 degrees Fahrenheit. Employee E5 stated that the hot water tank regulators needed to be check and that the temperature of the hot water was not held at 110 degrees Fahrenheit. Review of the hot water temperature logs for the East and West Wing from March 13, 2023 through March 20, 2023, revealed the following hot water temperatures:	F 0689			

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F 0689 SS=K	Continued from page 8 East Wing March 20, 2023, at 8:16 a.m. 123 degrees Fahrenheit -there was no location documented on the log. March 20, 2023, at 8:20 a.m. 124 degrees Fahrenheit- there was no location documented on the log. West Wing March 20, 2023, at 8:28 a.m. 121 degrees Fahrenheit -there was no location documented on the log. March 20, 2023, at 8:39 a.m. 117 degrees Fahrenheit- there was no location documented on the log. Based on the above findings Immediate Jeopardy to the safety of the residents was identified to the Nursing Home Administrator on June 20, 2021, at 2:15	F 0689			

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F 0689 SS=K	Continued from page 9 p.m. for failure to ensure safe hot water temperatures were maintained on the nursing unit. The Nursing Home Administrator was provided with the Immediate Jeopardy template on March 20, 2023, at 2:22 p.m. and an immediate action plan was requested. On March 20, 2023, at 4:08 p.m. the facility provided the following corrective action plan: 1. Upon notification of unsafe water temperatures, Administrator contacted facility building maintenance department of issue for repair. 2. Building maintenance immediately adjusted the hot water heaters and hot water regulator to bring water temperatures down to 110 degrees or lower.	F 0689			

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F 0689 SS=K	Continued from page 10 3. Maintenance Director began opening faucets to release the hot water from the tanks. 4. Administrator notified all staff of that the hot water temperature was over 110 degrees and instructed them to temp hot water before use. 5. Thermometers were placed in each central bathing area. 6. If the water temperature is found to be above 110 degrees, bathing and bed baths will be suspended until water temperature is tested and found to be an acceptable range 102-110 degrees and under. 7. All staff will be educated on the policy and procedure for appropriate water temperatures and how to take temperatures of water before use and notify director/NHA (Nursing Home Administrator) if temps are above/below 102-110 degrees.	F 0689			

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F 0689 SS=K	Continued from page 11 Education will begin immediately for all staff prior to the start of their next shift. Facility will have 80% education compliance within 24 hrs and 100% within 72 hrs. 9. Maintenance Director will temp locations through facility at 7:00 a.m. each morning and 4:00 p.m. each evening and document. 10. Maintenance Director will notify NHA and Building Maintenance if temperatures are not within acceptable range of 102-110 degrees. 11. Maintenance Director will report results of temperature logs to the QAPI (Quality Assurance program Improvement)/Safety Committee Monthly. Interview with Nursing Home Administrator on March 21, 2023, at 1:00 p.m. revealed that an outside company	F 0689			

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F 0689 SS=K	Continued from page 12 came onsite on March 21, 2023 to make adjustments to their hot water system. The contracted company was able to identify that a part to the system was in need of replacement. The facility suspended showers to be given to residents until the faulty part is replaced. Interviews were conducted with twelve facility staff members on March 21, 2023, between 1:15 p.m. and 4:00 p.m. Facility staff was able to confirm that education was provided on the appropriate water temperature range; to use a thermometer to test the water prior to usage; notify maintenance and/or Nursing Home Administrator if water temperatures are too high and that showering was currently suspended. Review of facility documentation of hot	F 0689			

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F 0689 SS=K	Continued from page 13 water temperatures revealed that the facility was currently monitoring the temperature of the hot water. Following the verification of the immediate action plan the Immediate Jeopardy was lifted on March 21, 2023, at 4:20 p.m. 28 Pa. Code 201.14(a) Responsibility of licensee 28 Pa. Code 201.18(a) Management 28 Pa. Code 201.18(b)(1) Management 28 Pa. Code 201.18(b)(3) Management 28 Pa. Code 205.37(e) Equipment for bathrooms	F 0689			

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F 0689 SS=K	Continued from page 14 28 Pa. Code 205.63(c) Plumbing and piping systems required for existing and new construction	F 0689			
F 0835 SS=D		F 0835			

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F 0835 SS=D	Continued from page 15 483.70 Administration §483.70 Administration. A facility must be administered in a manner that enables it to use its resources effectively and efficiently to attain or maintain the highest practicable physical, mental, and psychosocial well-being of each resident. This REQUIREMENT is not met as evidenced by:	F 0835	1. On day of survey: - The Chief Operating Officer reviewed the Water Temperature Policy and Procedure with NHA for clarity and understanding. - The Chief Operating Officer reviewed the NHA Job Description with the NHA for clarity and understanding. - The Maintenance Director adjusted the hot water heaters and regulator to bring water temperature down to 110 degrees. - The administrator notified all staff of the water temperature issue and suspended all showers/bed baths. - The Maintenance Director began opening faucets in the facility to release the hot water from the tanks. 2. All staff have been in-serviced on the policy and procedures for water temperature requirements, prior to the start of their shift, with instructions to take temperature of water before use and, if temperature is not within range 102-110 degrees to contact Maintenance Director, Supervisor or NHA. Thermometers were placed in shower rooms and at	Completion Date: 04/10/2023 Status: APPROVED Date: 04/06/2023	

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F 0835 SS=D	Continued from page 16	F 0835	<p>each nursing station for use. Water temperatures are being taken and documented several times daily until the issue is resolved.</p> <p>3. On 3/22/23 J.A. Young Engineers replaced the 80-gallon hot water heater, and the water expansion tank. On 3/29/23 J.A. Young Engineers replaced the mixing valve. All temperatures are within 102-110 degrees, monitored and documented 2x daily.</p> <p>4. The Maintenance Director/designee will take/document water temperatures 2x daily, notify NHA of any issues, and report results of the water temperatures to the QAPI/Safety Committee monthly.</p>		

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F 0835 SS=D	Continued from page 17 Based on a review of observation, facility documentation and interviews with staff, it was determined that the Nursing Home Administrator failed to effectively mange the facility related to hot water temperatures which resulted in a Immediate Jeopardy situation. Findings include: Review of the job description for the Nursing Home Administrator (NHA) revealed that the Nursing Home Administrator is responsible to direct the day-to-day functions of the facility in accordance with current federal, state and local standards guidelines and regulations that govern long term care facilities to ensure that the highest degree of quality of care can be provided to out residents at times. Continued review of the NHA's job description stated that the NHA "assures compliance with local, state and federal laws regarding licensure and certification of facility and personnel as applicable." Observations conducted on March 20, 2023,	F 0835			

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NAME OF PROVIDER OR SUPPLIER: TULIP SPECIAL CARE, LLC STATE LICENSE NUMBER: 24780201		STREET ADDRESS, CITY, STATE, ZIP CODE: 3300 HENRY AVENUE, 7TH FLOOR PHILADELPHIA, PA 19129			
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE	(X5) COMPLETE DATE	
F 0835 SS=D	<p>Continued from page 18</p> <p>revealed that water temperatures in resident bathroom sinks were above 110 degrees Fahrenheit on East and West wings. Observations and interviews with the Director of Maintenance on march 20, 2023, confirmed that water temperatures were greater than 110 degrees Fahrenheit. Observations of the mixing valve located on the nursing unit with the Maintenance Director, Employee E5 in the presence of the Nursing Home Administrator revealed that the temperature at the gauge at the mixing valve read 124 degrees Fahrenheit. Employee E5 stated that the hot water tank regulators needed to be check and that the temperature of the hot water was not been held at 110 degrees Fahrenheit.</p> <p>This failure placed residents at risk for serious injury from a burn and resulted in an Immediate Jeopardy situation.</p> <p>Based on the deficiencies identified in this report the NHA failed to fulfill essential duties and responsibilities of their position, contributing to the</p>	F 0835			

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION (POC)		(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: 396143	(X2) MULTIPLE CONSTRUCTION: A. BLDG: <u>00</u> B. WING: _____		(X3) DATE SURVEY COMPLETED: 03/21/2023
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F 0835 SS=D	Continued from page 19 Immediate Jeopardy situations. Refer to F689 28 Pa. Code 201.14(a) Responsibility of licensee 28 Pa. Code 201.18(a) Management	F 0835			



Certified End Page

TULIP SPECIAL CARE, LLC
STATE LICENSE NUMBER: 24780201
SURVEY EXIT DATE: 03/21/2023

**I Certify This Document to be a True and Correct Statement of Deficiencies and
Approved Facility Plan of Correction for the Above-Identified Facility Survey**

A handwritten signature in black ink that reads "Jeane Parisi".

Jeane Parisi
Deputy Secretary for Quality Assurance

A handwritten signature in black ink that reads "Debra L. Bogen MD".

Debra L. Bogen, MD, FAAP
Acting Secretary of Health



THIS IS A CERTIFICATION PAGE

PLEASE DO NOT DETACH

THIS PAGE IS NOW PART OF THIS SURVEY